EDITED KSA LISTING

CLASS: Associate Information Systems Analyst (Supervisor)

NOTE: Each position within this classification may be required to possess all or some of these knowledge, skills or abilities.

#	Knowledge, Skill, Ability

	Knowledge of:
K1.	Basic knowledge of principles of public administration, organization, and management as it relates to the IT organization.
K2.	Basic knowledge of information technology systems equipment, software, and practices as it relates to the IT environment.
K3.	General knowledge of analytical techniques needed to review and analyze information to determine options and recommend viable solutions.
K4.	General knowledge of technical report writing to accurately and effectively communicate job related information.
K5.	Basic knowledge of principles of personnel management, supervision, and training as it relates to the supervision of staff.
K6.	General knowledge of a supervisor's role in the Equal Employment Opportunity (EEO) Program and the processes available to meet the Department's EEO objectives as it relates to the supervision and management of departmental personnel.
K7.	Basic knowledge of the Software Development Life Cycle (SDLC) principles and methods for Information Technology services.
K8.	Basic knowledge of training techniques to effectively educate IT customers and staff.
K9.	Basic knowledge of departmental policies and procedures as it relates to information technology.
K10.	Basic knowledge of information security practices as they relate to information technology.
K11.	Basic knowledge of the operational recovery process as it relates to the recovery of IT assets.
K12.	Basic knowledge of project management principles, practices, and procedures as they relate to the effective delivery of IT services.
K13.	Basic knowledge of State rules and regulations as they relate to contract and procurement management.

	Skill to:
S1.	Analyze information and situations to identify problems, reason logically, and draw valid conclusions in order to determine and implement an effective course of action.
S2.	Effectively apply interpersonal skills to establish and maintain effective working relationships with others.

Bold text-indicates not on Classification Spec.

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#	Knowledge, Skill, Ability
S3.	Communicate effectively both written and verbally in order to exchange and/or provide information to staff and others.
S4.	Plan, organize, direct and supervise the work of technical staff to provide quality services.
S5.	Effectively contribute to the Department's Equal Employment Opportunity objectives to create a fair and equitable work environment free of harassment and discrimination.
S6.	Operate a personal computer and/or other computerized equipment in order to perform daily duties (e.g., reports, tracking systems, presentation/training materials, etc).
S7.	Review, edit, and evaluate written documents to produce quality products.

	Ability to:
A1.	Listen and follow instructions to complete assigned tasks.
A2.	Work independently to perform assigned tasks.
A3.	Reason logically to perform analytical tasks.
A4.	Handle multiple tasks in order to manage time efficiently.
A5.	Apply creative thinking in developing solutions.

Bold text-indicates not on Classification Spec.